

S.C. DEPARTMENT OF MOTOR VEHICLES
SPECIFICATIONS FOR TELEPHONE MAINTENANCE CONTRACT

1) Introduction

Maintenance contract to provide maintenance and system repair for the telecommunications equipment/systems currently in use and owned by the S.C. Department of Motor Vehicles (DMV) on a time and materials basis at locations throughout the state.

DMV Telecom Coordinator 803-896-8782

2) Telephone Systems

The following telephone systems are utilized by DMV (list is for information only and may not include all system types to be maintained). Maintenance is required for telephone key systems and related telephone equipment such as phone sets and consoles.

ITT 1A2 Key System
Comdial Executech 22/64 System
NEC Telephone System
AT &T/Merlin Systems

3) Response

The hours of DMV operation are Monday through Friday, 8:00 am to 5:00 pm, excluding state holidays. Normal system maintenance or repair of telephone equipment must be completed during these hours of operation.

During normal working hours, trouble calls for telephone problems will be placed to the contractor by DMV telecom coordinator.

A confirming return telephone call or email will be required from the contractor to the DMV Telecom Coordinator within (30) minutes of receipt of a trouble call. This must include the work order number and the time a technician will be dispatched to correct the problem.

Following a trouble call to the contractor, DMV requires a technician on-site within four hours.

If, during their problem diagnosis, the contractor identifies any problems related to telephone circuits or other telephone company hardware not covered in this contract, the contractor shall immediately report this information to the manager on duty at the service location and the DMV Telecom Coordinator.

4) Service Calls

Contractor must have their authorized personnel properly identified to the manager on duty at the service call location. It is the contractor's responsibility to obtain the manager signature on itemized, pre-numbered service call work orders upon completion of

maintenance services. A copy of the work order must be provided to the DMV Telecom Coordinator. The manager's signature is an acknowledgement of the actual work performed and is not the authority to pay.

5) Payment/Invoicing

Itemized invoices, referencing and matching each approved pre-numbered service call work order, detailing the date, location, parts and labor per service call must be submitted to the DMV on a monthly basis. All bills will be submitted to the address of SCDMV, Attn: Accounts Payable, P.O. Box 629, Blythewood, S.C. 29016-0629 with a contact phone number of 803-896-8902.

6) Add-On/Deletion of Sites

DMV reserves the right to replace, delete or add sites at will. New telephone systems which replace or supplement the existing Legacy equipment will not become a part of this maintenance agreement.

7) Estimated Requirements

DMV estimates 100 hours will be used per year to perform the requirements of this contract. The quantities indicated herein are estimated requirements and the State of South Carolina does not obligate itself to utilize the total hours indicated should the time be less.

8) New/Refurbished Parts

The installation of new or refurbished replacement auxiliary equipment to existing systems will be the responsibility of the contractor. Any installation of new or refurbished equipment must be approved by the DMV Telecom Coordinator prior to installation. The contractor will invoice the DMV for the list or refurbished price plus agreed upon discount. Any part may be procured separately by the DMV as deemed beneficial to the DMV. Contractor shall be required to install any part regardless of its origin.

9) Contract Period

Initial contract period: August 1, 2010 through July 31, 2011 with a one-year renewal option.

10) Bid Response Requirements

To be considered for award, all bids must include, as a minimum, the following information. All information shall be presented in the listed order:

Submit a cover letter which includes a summary of the offeror's ability to perform the services described herein and statement that the offeror is willing to perform those services and enter into this contract with the State. The cover letter must be signed by a person having the authority to commit the offeror to this contract.

A) Organization:

1. The home office address and telephone number of the organization

2. The local office address and telephone (if different from the home office).
3. The name, business address, experience and credentials of the individual(s) responsible for this project.
4. The name, business address, experience and detailed credentials of the principal and primary administrators assigned to this project for the day-to-day operation and executive management.
5. Description of the organization including history, structure, and length of time in business performing services required herein. Provide the same information on all sub-contractors.
6. A minimum of three references with whom offeror currently provides services as required herein, to include: name, business address, telephone number, and name of contract person who can discuss the work performed by the offeror and the length of time these services have been provided to that organization.

B) Understanding of Contract Requirements

1. Provide a detailed response as to how you intend to meet or exceed the requirements listed in sections 1-10 of this solicitation. Please respond in the order in which tasks are presented. Offeror may insert responses directly under the sections as they are listed. If the section contains information only, you may insert "I understand and will comply" below the section.

BIDDING SCHEDULE

All bidders are required to complete the following bid schedule and transpose the numbers to the bid totals page.

Telephone and Maintenance Repair Service

Price per hour for maintenance of telecommunications equipment complying with the attached enclosed specifications **during normal working hours**. (Normal working hours shall be defined as 8:00 AM to 5:00 PM, Monday through Friday, excluding state holidays.)

Hourly rate must include travel and all other service associated with the completion of the service. The same hourly rate shall apply regardless of how many personnel the contractor dedicates to a particular job.

\$ _____ per hour

Telephone Maintenance and Repair Service

Price per hour maintenance of telecommunications equipment complying with the attached enclosed specifications **after normal working hours**. (After normal hours shall be defined as anytime other than normal working hours, as stated above.)

Hourly rate must include travel and all other service associated with the completion of the service. The same hourly rate shall apply regardless of how many personnel the contractor dedicated to a particular job.

\$ _____ per hour

New and Refurbished Parts

Indicate the discount offered on new and refurbished parts.

New Parts Discount: _____ %

Refurbished Parts Discount: _____ %

The percentage discounts must be reasonable and are subject to negotiations with the awarded bidder.

BIDDING SCHEDULE

BID TOTALS

For evaluation purposes only, the State will use the following formulas to determine the total potential value of this contract for the initial one year period. The bidder who offers the State the lowest amount (grand total amount) listed below for the initial one year period shall be awarded the contract.

Item 1: During Normal Working Hours

\$ _____ per hour X 100 hours = \$ _____ (initial one year contract amount)

Item 2: After Normal Working Hours

\$ _____ per hour X 100 hours = \$ _____ (initial one year contract amount)

Grand Totals

Total contract potential for Item 1: \$ _____
(During normal working hours)

Total contract potential for Item 2: \$ _____
(After normal working hours)

Grand Total: \$ _____